CHAPTER 7

WRITING PERFORMANCE BASED STATEMENTS OF WORK

OBJECTIVES

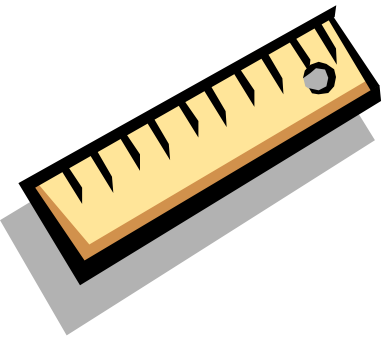
- **Identify the development process of the SOW**
- **Describe the elements of the SOW format**

PERFORMANCE BASED CONTRACTING

Describing our requirements in terms of the <u>end result or outcome</u> NOT in terms of the process or how to accomplish the requirements

BENEFITS OF PBSC

- **Reduces contract prices and improved performance**
- **Contain measurable performance requirements**
- **Provides contractor flexibility**
- **Requires less surveillance**
- **Motivates contractors to use innovative and cost effective approaches**



DESCRIBING THE WORK

AIR FORCE FOOD SERVICE	
OLD	**NEW**
Personal Hygiene	Comply with FDA Food Code which results in a satisfactory or better rating in health inspections
Health Exams	
Food Borne Disease Test	
Equipment & Utensil Cleaning	
Food Preparation Equipment Cleaning	
Serving Equipment Cleaning	
Dining Area Equipment Cleaning	

ELEMENTS OF PERFORMANCE BASED SOWs

- **Requirements are outcome-based**
- **Includes clear & measurable performance thresholds**
- **Surveillance methods focus on end results, not the process**

DEVELOPING A PERFORMANCE BASED SOW

- **Outcome Analysis**
- **Performance Analysis**

OUTCOME ANALYSIS

- **Purpose is to identify performance objectives**

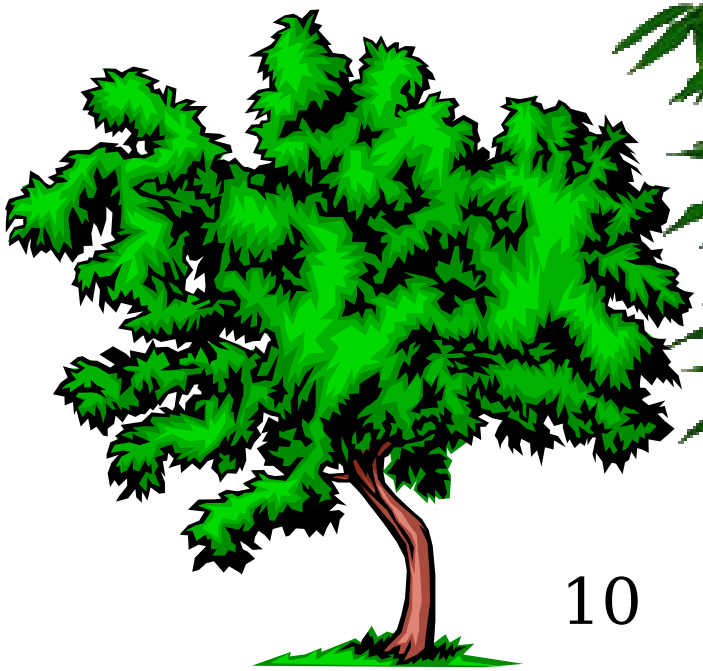
- **Performance objectives**
  - **The services needed, defined in terms of the output/outcome required**

OUTCOME ANALYSIS

- **Determine the overall service required from the contractor**
- **Divide the job into all its parts and subparts**
- **Identify the relationship among all the parts**

TREE DIAGRAM

Allows BRAG to visualize the requirement and determine which outputs need to be specified in the requirement



OUTPUTS

Should only be included if contractor would not reasonably know that the output is required in order to achieve a higher level output

PERFORMANCE ANALYSIS

- **Assigns at least one performance threshold to each performance objective**

- **Performance threshold**
  - **Establishes the performance level required by the government**

PERFORMANCE THRESHOLDS

- **Percentage of required conformance**
- **Number of deviations from the performance objective to be considered acceptable**

PERFORMANCE THRESHOLDS

- **Should rarely be 100% or no deviations**
- **Directly affects the cost of the service**

PERFORMANCE THRESHOLDS

- **May be industry-wide standards**
- **Focus on critical success factors in meeting performance objectives**
- **Reflect performance goals based on market research**
- **May be developed by the agency**
- **Uses commercial standards where appropriate**

SERVICE DELIVERY SUMMARY

- **Captures the overall requirements at the outcome level**
- **“Bird’s eye” view of what is on the contract**

WORKLOAD DATA

- **Historical and projected**
- **Surge requirements**

STATEMENT OF WORK

A performance based description of the services required by a functional activity

WRITING THE SOW

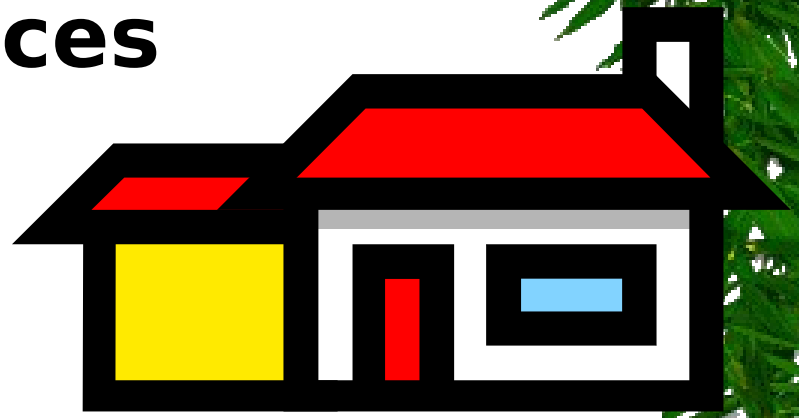
- **Use precise terms and clear and precise words**
- **Define abbreviations and acronyms**
- **Don’t use ambiguous words and phrases**

SOW FORMAT

- **Description of Services**
  - **Describes the services required under the contract**
  - **Defines those things the contractor would not know from the outcomes alone**

SOW FORMAT

- **Service Delivery Summary**
- **Government Furnished Property and Services**

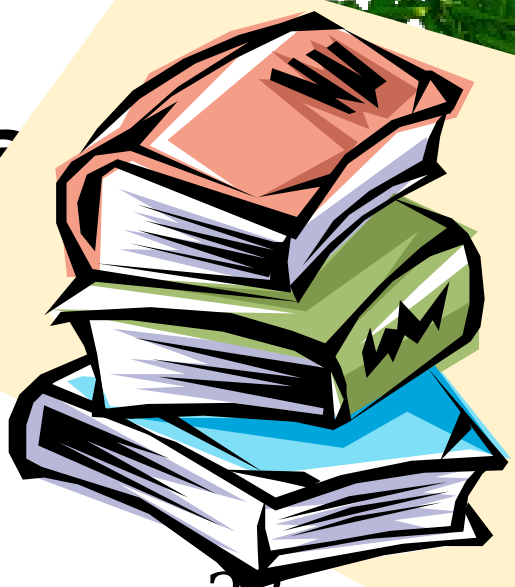


SOW FORMAT

- **General Information**
- **Appendices**

REFERENCING

- **AFI 63-124 requires all referenced instructions (DOD, AF, etc) will be cited by <u>specific</u> paragraph or cha**



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